

Call Connect Limited Complaint Procedure

Formal Complaint Submission Form

Introduction

Our complaints procedure aims to:

- Be easily available and simple to use
- Jargon free
- Show how a complaint will be dealt with, by when and by whom
- Be impartial
- Where appropriate, make recommendations for improvements to avoid future complaints

Notes

- A formal complaint is submitted if you are dissatisfied with the response or resolution to an *informal complaint* (i.e. by telephone, or email to Call Connect Limited) that has previously been submitted and acknowledged by Call Connect Limited.
- A formal complaint should be made in writing (either by letter, email or by using the attached Formal Complaints Form).
- The complaint should state what you want Call Connect to do to resolve the matter.
- A formal complaint will be recorded and acknowledged by the Managing Director within 2 working days.
- We will inform the relevant department /department head and request an internal investigation.
- We may contact you to clarify matters and seek to resolve the complaint.
- The Managing Director will provide a written response to your complaint which will set out our findings, any recommendations/proposals and whether the complaint has been resolved.
- Where appropriate, an apology will be given and it may be that a decision will be reviewed or any relevant procedure or practice revised.
- The response to your formal complaint will deal with all issues which you have raised and explain clearly what Call Connect intends to do. A written response to you will be provided within 10 working days. If this period is to be exceeded due to further investigation you will be informed and a proposed timescale given.

Call Connect Limited

Formal Complaint Submission Form

Full Name of Person Submitting Formal Complaint	
Job Title	
Company Name	
Company Address	
Telephone Number	
Contact Email Address	
Describe nature of your complaint (please feel free to add an additional page to submit with this form if required)	
Describe any corrective actions that can be taken by Call Connect Ltd following your complaint	
Submission date of Complaint	
Signature	

Thank you for completing this form. Please send to admin@call-connect.co.uk

The Managing Director will acknowledge receipt within two working days.